

TROUBLESHOOTING GUIDE

IG9812 Dehumidifier



Problem	Possible Cause	Possible Solution
Both fan and compressor are not working.	No power to the unit.	Check the mains power supply. Check the control dial is not set to 'OFF'.
Not collecting water.	Room temperature and humidity may be too low.	The dehumidifier will not operate if the room humidity is already below the level set. Ensure all windows and doors are closed and there is sufficient heat in the room.
	Air intake filter may be blocked	Clean the filter of any obstructions
	The room is too big for operating capacity of the unit.	This unit is recommended for room size 16.5m ² - 20m ²
Unit is making loud noise.	Floor may be uneven	Re-position the unit on an even stable surface.
Leaking from the unit.	The water tank may not be installed correctly.	Remove the tank and re-fit correctly.
	Unit may have frozen.	Unplug the unit and allow the temperature to rise.